

**Coast Guard Command Control Communications and Information Technology  
Service Center (C4IT SC)**

**7324 Telegraph Road, Stop 7340, Alexandria, VA 20598**

**General Number: (703) 313-5542**

**General Working Hours are 0800-1630, Monday – Friday**

**<http://www.uscg.mil/c4itsc/>**

**Help Desk Points of Contact**

For CG Standard Workstation, Network, or Telephone issues, use the CGHELP application on the standard workstation.  For C4IT repair or maintenance, call your servicing Engineering Support Unit (ESU)*.  <i>* Units retaining organic support and not under C4IT SC authority include: Academy, ATC Mobile, FINCEN, Institute, NPFC Ballston, PPC, PSC, R&amp;D Center, Recruiting Command, RTC Yorktown, and SECCEN</i>	ESU Alameda	(510) 719-6867 CDO 24/7 watch
	ESU Boston	(617) 529-7572 CDO 24/7 watch
	ESU Cleveland	(216) 536-2619 CDO 24/7 watch
	ESU Honolulu	(808) 843-3848 CDO 24/7 watch
	ESU Kodiak	(907) 539-5140 CDO 24/7 watch
	ESU Miami	(786) 423-6986 CDO 24/7 watch
	ESU New Orleans	(504) 259-4196 CDO 24/7 watch
	ESU Portsmouth	(757) 646-4437 CDO 24/7 watch
	ESU Seattle	(206) 459-7523 CDO 24/7 watch
	ESU St. Louis	(314) 269-2419 CDO 24/7 watch
	ESU Washington, DC	(202) 372-4357 Work hours
		(202) 372-4360 After hours
Operational System Support (MISLE, MAGNET, CGPortal, etc)	OSC CSD	(877) USCG-SYS / (877) 872-4797
	Direct / Fax Internet	(304) 264-2500 / (304) 262-5995 <b><a href="http://csd.osc.uscg.mil/cghelp/">http://csd.osc.uscg.mil/cghelp/</a></b>
Rescue 21	Toll Free	(877) 449-0600
Electronic Sensors / C2 / Navigation Systems	C2CEN SMEF	(757) 686-2156, 700 – 1700 EST M-F
SIPRNet	TISCOM	(800) 847-2479 opt 4/ (703) 313-5590
Cutter Connectivity & Computers	After ESU hours	(800) 847-2479 opt 9/ (703) 313-5763
HomePort Assistance	Toll Free	(877) USCG-WWW / (877) 872-4999
	Direct	(304) 262-5971
Electronics Repair Facility / Lab	Repair Floor	(410) 762-6686
RAS Assistance (24/7)	Toll Free	(800) 821-7081

**Command Points of Contact**

Director	Mr. Mark Powell	(703) 313-5542
Deputy Director	CAPT John Macaluso	(703) 313-5536
Command Master Chief (CMC)	MCPO Daryl Bletso	(703) 313-5547
Administrative Specialist	Ms Genova Clemons	(703) 313-5542

**Shared Services Points of Contact**

Asset Logistics Division Chief (ALD)	Ms. Sandra Jamula	(703) 313-5503
ALD Deputy	CDR Marc Knowlton	(757) 628-4056
Business Operations Division Chief (BOD)	Mr. Timothy Strickland	(202) 475-3611
BOD Acquisition Tech Authority Branch	CDR John Debok	(202) 475-3595
BOD Information Assurance Branch	Mr. Chris Christiansen	(703) 313-5630
BOD Coordination & Liaison Branch	LCDR Richard Vincent	(757) 628-4026
BOD Processes & Metrics Branch	LCDR Amy Bloyd	(703) 313-5538
Contracting & Procurement Div Chief (COCO)	Mr. Andrew Jernell	(703) 313-5452
Workforce & Facilities Div Chief (WFD)	CDR Thomas Salvaggio	(703) 313-5514
WFD Deputy	CDR Mike Gero	(757) 628-4085
WFD Civilian Personnel Liaison	Ms. Madeline Diggs	(757) 628-4051
Field Service Division Chief (FSD)	CAPT John Gallagher	(757) 628-4081
Field Service Division Deputy (FSD)	Mr. Peter Basil	(510) 637-5402
ESU Coordination Mgmt Branch (ECMB)	LCDR Dave Mitchell	(757) 628-4011
Administrative Assistant (FSD)	Ms. Carol Burgess	(757) 628-4006
Centralized Service Desk (CSD)	CDR Cornell Perry	(314) 269-2445
Facilities Relocation Support (FRS)	Mr. Peter Roux	(757) 628-4093

<b>Coast Guard Command, Control and Communications Engineering Center (C3CEN)</b> <b>4000 Coast Guard Blvd, Portsmouth, VA 23703</b> <b>Quarterdeck: (757) 686-2100</b> <b>General Working Hours are 0800-1630, Monday – Friday</b>		
<b>Command Points of Contact</b>		
Commanding Officer	CAPT Michael Johnston	(757) 686-2111
Executive Officer	CDR Kyle Smith	(757) 686-2150
Command Duty Officer	24 hour duty cell phone	(757) 615-3834
Administrative Assistant	Mr. David Van Clief	(757) 638-2790
<b>Help Desk Points of Contact</b>		
System Management & Engineering Facility (SMEF) Help Desk	Available 0700-1700, EST Monday-Friday	(757) 686-2156
<b>Product Lines Points of Contact</b>		
Product Lines Division Chief	Mr. David Wolfe	(757) 686-4015
Command Centers Product Line Manager	CDR Joseph Ponseti	(757) 686-2188
Navigation Aids/NDGPS Product Line Manager	LCDR Mark Focken	(757) 686-4064
Remote Mission Systems Product Line Manager	CDR Joe Chop	(757) 686-4235
CAMS Product Line Manager	CDR Romy Domingo	(510) 637-5444
<b>Core Technologies Points of Contact</b>		
Core Technologies Division Chief	Mr. Larry Gansz	(757) 686-4042
C2 Systems Branch Chief	CDR Joseph Healy	(757) 686-2118
Navigation Branch Chief	CDR Thomas Linke	(757) 686-4240
RF Communications Branch Chief	CDR Michael Taffe	(757) 483-8572
Training Programs Branch Chief	LT Richard Blaszak	(757) 483-8634
Command Logistics Division Chief	Mr. Jeffrey Kayser	(757) 686-4089
Electronics Repair Facility Branch Chief (Baltimore)	LCDR Scott Woolsey	(410) 762-6679

<b>Operations System Center (OSC)</b> <b>600 Coast Guard Drive, Kearneysville, WV 25430</b> <b>General: (304) 264-2552</b> <b>General Working Hours are 0800-1630, Monday – Friday</b> <b><a href="http://csd.osc.uscg.mil/">http://csd.osc.uscg.mil/</a></b>		
<b>Command Points of Contact</b>		
Commanding Officer	CAPT Janet Stevens	(304) 264-2552
Executive Officer	CDR George Ganoung	(304) 264-2602
Command Duty Officer	24 hour duty cell phone	(304) 283-4307
Administrative Assistant	Connie Champion	(304) 264-2552
<b>Help Desk Points of Contact</b>		
Customer Support Desk <b><a href="http://csd.osc.uscg.mil/cghelp/index.htm">http://csd.osc.uscg.mil/cghelp/index.htm</a></b>	Toll Free	(877) USCG-SYS
		(877) 872-4797
	Direct	(304) 264-2500
	Fax	(304) 262-5995
RAS Assistance (24/7)	Toll Free	(800) 821-7081
HomePort Assistance	Toll Free	(877) USCG-WWW
		(877) 872-4999
	Direct	(304) 262-5971
<b>Product Lines Points of Contact</b>		
Product Lines Division Chief	Mr. Jon Bechtle	(304) 264-2551
Operations Systems Branch	LT Craig Lawrance	(304) 433-3319
Intelligence Systems Branch	LCDR Solomon Williams	(304) 264-2587
HR Systems Branch	Ms. Peggy Staubs	(304) 264-2583
Finance Systems Branch	Ms. Jen Ganoung	(304) 264-2545
Logistics Systems Branch	Mr. Ron Winalski	(304) 264-5117
<b>Core Technology Points of Contact</b>		
Core Technologies Division Chief	Mr. Jack Mundale	(304) 264-2562
Information Assurance Branch	Mr. Chrisan Francis	(304) 264-2671
Enterprise Infrastructure Branch	Mr. Steve Munson	(304) 264-2608
Enterprise Information Services Branch	Mr. Mike Scott	(304) 264-2647
Enterprise Engineering Services Branch	Mr. Steve Munson	(304) 264-2608
OSC Infrastructure Branch	Mr. Bill Kilmer	(304) 264-7915

<b>Telecommunication and Information Systems Command (TISCOM)</b> <b>7323 Telegraph Road, Alexandria, VA 20598</b> <b>Toll Free: (800) 847-2479</b> <b>General Working Hours are 0800-1630, Monday – Friday</b> <b><a href="https://cgportal.uscg.mil/delivery/Satellite/TISCOM">https://cgportal.uscg.mil/delivery/Satellite/TISCOM</a></b>		
<b>Command Points of Contact</b>		
Commanding Officer	CAPT Michael Dickey	(703) 313-5700
Executive Officer	CDR Mike Roschel	(703) 313-5520
Officer of the Day	24 hour duty phone	(703) 313-5400
Administrative Assistant	Cynthia Figueroa-Lugaro	(703) 313-5700
<b>Operations Management Points of Contact</b>		
EMF Govt Watch Officer (GWO)	Duty Watch Leader	(703) 313-7501
EMF Support	EMF Watch	(800) 847-2479 ext 5762
	Direct	(703) 313-5762
CGCIRT Watch Helpdesk	Hotline	(866) 424-2478
	Direct	(703) 313-5678
SIPRNet Helpdesk	Hotline	(800) 847-2479 option 4
	Direct	(703) 313-5590
EMF NOC (OneNet & Cutter Connectivity)	EMF NOC Watch	(800) 847-2479 option 9
	Direct	(703) 313-5763
<b>Product Lines</b>		
Enterprise Network Infrastructure PL	Mr. William Randall	(703) 313-5701
WAN/LAN Branch	Mr. Tom Clark	(703) 313-5533
Remote IP/Microwave Branch	Mr. Randy Robish	(703) 313-5561
Support and Logistics Branch	CDR Joe Staier	(703) 313-5604
Enterprise Information Systems Infrastructure (EISI) PL	Mr Steven Verber	(703) 313-5758
Asset Engineering Branch	Mr. Troy Cole	(703) 313-6465
Asset Implementation Branch	CDR Kevin Keast	(703) 313-7570
Support and Logistics Branch	VACANT	(703) 313-5712
<b>Enterprise Services &amp; Operations</b>		
Enterprise Services & Ops Division Chief	Mr. Thomas Pedagno	(703) 313-5780
Enterprise Management Branch	CDR Lucinda Cunningham	(703) 313-5768
Information Assurance Branch	Jim Pemberton	(703) 313-5706
Cyber Defense Branch	Mr. Mike Snell	(703) 313-5729
Computer Incident Response Team	Mr. Mike Snell	(703) 313-5729
Deepwater Advisor	Mr. Richard Hartman	(703) 313-5838

## ESU's

ESU	CO / XO / CDO	Phone
Alameda	CDR Eric Rubio	(510) 437-5399
	LCDR Shawn Tutt	(510) 437-5372
	Command Duty Officer	(510) 719-6867
	CDO is a 24/7 Cell Phone watch.	
Boston	CDR Amy Grable	(617) 223-5737
	LCDR Douglas Norstrom	(617) 223-3101
	Command Duty Officer	(617) 223-3097
	CDO is a 24/7 Cell Phone watch.	
Cleveland	CAPT Thomas Routhier	(216) 902-6156
	Mr. Max McDermott	(216) 902-6157
	Command Duty Officer	(216) 536-2619
	CDO is a 24/7 Cell Phone watch.	
Honolulu	CDR James Koerner	(808) 843-3801
	LCDR James Forgy	(808) 843-3802
	Command Duty Officer	(808) 843-3848
	CDO is a 24/7 Cell Phone watch	
Juneau	CDR David Godfrey	(907) 463-2315
	LCDR Kent Haley	(907) 463-2827
	Command Duty Officer	(907) 539-5140
	CDO is a 24/7 Cell Phone watch	
Miami	CDR James Young	(305) 415-7101
	LCDR(sel) Christopher Armstrong	(305) 415-7106
	Command Duty Officer	(786) 423-6986
	CDO is a 24/7 Cell Phone watch.	
New Orleans	CDR John Durbin	(504) 253-4612
	LCDR Klaus Barboza	(504) 253-4613
	Command Duty Officer	(504) 259-4196
	CDO is a 24/7 Cell Phone watch.	
Portsmouth	CDR Dean Dardis	(757) 638-2777
	LCDR David Murray	(757) 483-8415
	Command Duty Officer	(757) 646-4437
	CDO is a 24/7 Cell Phone watch.	
Seattle	CDR Jeff Stewart	(206) 217-6596
	Vacant	(206) 217-6786
	Command Duty Officer	(206) 459-7523
	CDO is a 24/7 Cell Phone watch.	
Washington, DC	LCDR Sara Diluna	(202) 372-4006
	Command Duty Officer (Work Hours)	(202) 372-4357
	Command Duty Officer (After Hours)	(202) 372-4360
	During normal work hours, CDO number gets you a live body. After hours, CDO is a voice mail. The voice mail is sent to a duty analyst as an attachment to an E-mail. The Duty Analyst will review for urgency and tasking.	